

ADVISORY COMMITTEE ON CONSUMER PROTECTION

2012

IMPROVE YOUR HOME IMPROVEMENT EXPERIENCE

Special Guest:
Councilmember Nancy Floreen
Montgomery County Council

This free forum on **Wednesday, June 20th from 7 to 9 p.m.**, at the Council Office Building, 100 Maryland Avenue, First Floor Auditorium, Rockville, will be moderated by Eric Friedman, Director of the Office of Consumer Protection. He will lead a discussion with experts on home improvements, including Marceline White, Executive Director of the Maryland Consumer Rights Coalition; representatives from the Maryland Home Improvement Commission (a division of the Maryland Department of Labor, Licensing, and Regulation); the Montgomery County Department of Permitting Services; and the National Association of the Remodeling Industry.

"As we approach the spring building season, our Office of Consumer Protection generally sees a rise in complaints involving home improvement projects," said Councilmember Nancy Floreen. "I look forward to having an opportunity to help educate our residents on ways to avoid getting scammed while hearing from experts to address all sides of the issue. The Office of Consumer Protection is such a valuable resource for our residents and I am pleased to be able to participate in this important forum."

The forum will address a number of topics including common scams, how to be sure your contractor is properly licensed, how to structure your home improvement contract, permitting requirements for homeowners, and what remedies are available for consumers. "Home improvement scams cost consumers tens of thousands of dollars each year," said Friedman. "The best defense consumers have against fraud or disappointment when they employ home improvement contractors is to get educated about their rights and responsibilities."

Pre-registration is not required but is recommended as seating is limited. Sign language interpreter services will be provided only upon request with notice as far in advance as possible, but no less than 72 hours prior to the event. To register for the forum or to request sign language or other services or aids needed to participate in the forum, call 240-777-3636 or MD Relay at 1-800-735-2258, or email consumerprotection@montgomerycountymd.gov.



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